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SALESFORCE CERTIFIED ADMINISTRATOR CERTIFICATION Exam

ADX-201 Questions V8.02

Salesforce Certified Administrator Certification Topics - Administrative Essentials for New Admins in Lightning Experience

1.Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?
A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets
Answer: C
Explanation:
Record types allow you to update the options in a picklist based on the kind of opportunity.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

2.An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop.
What would cause this?
A. The flow is a screen flow.
B. The version of the flow is inactive.
C. The flow is a before save flow.
D. The version of the flow is activated.
Answer: C
Explanation:
Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5

3.An administrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?
A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder
Answer: D
Explanation:
Flow Builder supports creating a wizard that can collect user input and perform actions.
Reference:

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https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

4.The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil this request?
A. Sharing settings
B. Page Layout Assignment
C. Component Visibility
D. Record Type Assignment
Answer: C
Explanation:
Component visibility allows you to restrict the visibility of a related list based on a permission set.
Reference: https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

5.The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past.
What should an administrator configure to meet this requirement?
A. Assignment Rule
B. Validation Rule
C. Field-Level Security
D. Approval Process
Answer: B
Explanation:
Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.
Reference:
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

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6.Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.
Which two options should the administrator configure to meet these requirements?
Choose 2 answers
A. Customize Campaign Member Role.
B. Add the Campaign Member related list to the Opportunity page layout.
C. Customize Campaign Role.
D. Customize Opportunity Contact Role.

E. Add the Opportunity Contact Role related list to the Opportunity page layout.
Answer: D, E
Explanation:
Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.
Reference:
https://help.salesforce.com/s/articleView?id=sf.opportunity_contact_roles.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_opportunity_contact_role.htm&type=5

7.The administrator at Cloud Kicks has a Custom picklist field on Lead. Which is missing on the Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated? Choose 2 answers
A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.
Answer: A, C
Explanation:
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
Reference:
https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

8.Universal Containers is trying to improve the user experience when searching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.
How should the administrator improve on the current implementation?
A. Reduce the number of case status values to five.
B. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
C. Review which status choices are needed for each record type and create support processes for each
that is necessary.
D. Edit the status choices directly on the record type.

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Answer: C
Explanation:
Support processes allow you to define different status values for different record types on cases.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_support_process.htm&type=5

9.When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.
Which automation tool should an administrator use to build this discount calculator screen?
A. Flow Builder
B. Workflow Rule
C. Platform Event
D. Process Builder
Answer: A
Explanation:
Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on an opportunity.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_button.htm&type=5

10.Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure? Choose 2 answers
A. Quick Action
B. Outbound Message
C. Approval Process
D. Email Alert Action
Answer: A, C
Explanation:
Quick actions allow you to initiate expense reports from Salesforce to an external HR system.
Approval processes allow you to review the expense reports by managers and directors.
Reference:
https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

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11.Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce.
Which field type should an administrator use to capture coordinates?
A. Geolocation
B. Geofence
C. Custom address
D. External lookup
Answer: A
Explanation:
Geolocation fields allow you to store the latitude and longitude coordinates of a location. They can be used to calculate distances between records and display maps of accounts, contacts, leads, or other custom objects.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm&type=5

12.What are two considerations an administrator should keep in mind when working with Salesforce objects? Choose 2 answers
A. Custom and standard objects have standard fields.
B. Standard objects are included with Salesforce.
C. A new standard object can be created.
D. Only standard objects support master-detail relationships.
Answer: BC
Explanation:
Standard objects are objects that are included with Salesforce by default, such as Account, Contact, Lead, Opportunity, etc. They have predefined fields and functionality that support common business processes. Custom objects are objects that you create to store information that is specific to your organization or industry. You can create new standard objects using the Object Manager in Setup.
Reference: https://trailhead.salesforce.com/en/content/learn/modules/data_modeling/standard_and_custom_objects

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13.Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.
What are the two reasons this is likely to occur? Choose 2 answers
A. The report needs to be refreshed.
B. The dashboard needs to be refreshed.
C. The current user does not have access to the report folder.
D. The running dashboard user and viewer have different permissions.
Answer: B, D
Explanation:

Dashboards show data from source reports as visual components that provide a snapshot of key metrics and performance indicators. Dashboards need to be refreshed manually or scheduled to run on a regular basis to reflect the most recent data from the reports. The running user of a dashboard determines whose security settings are applied when the dashboard is run. If the running user is different from the viewer of the dashboard, they may see different data based on their permissions and sharing settings.
Reference: https://trailhead.salesforce.com/en/content/learn/modules/lex_implementation_dashboards_and_reports/dashboards

14.The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.
Which two solutions should the administrator use to modify the picklist field values?
Choose 2 answers
A. Add the Campaign Member Statuses related list to the Page Layout.
B. Edit the picklist values for the Campaign Status in object Manager.
C. Mass modify the Campaign Member Statuses related list.
D. Modify the picklist value on the Campaign Member Statuses related list
Answer: BD
Explanation:
Campaign Status is a standard picklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign Member Status is a custom picklist field on the Campaign Member object that indicates how a person responded to a campaign, such as sent, responded, registered, attended, etc. To add a new picklist value for Campaign Status, you need to edit the field in Object Manager. To add a new picklist value for Campaign Member Status, you need to modify the field on the Campaign Member Statuses related list on the Campaign page layout.
Reference:
https://help.salesforce.com/s/articleView?id=sf.campaigns_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

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15.Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box.
Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers
A. Contract
B. Case
C. Ticket
D. Request

E. Account
Answer: A, B, E
Explanation:
Contract is a standard object that represents a contractual agreement between your company and a customer. Case is a standard object that represents a customer's question or problem that needs to be resolved by your support team. Account is a standard object that represents an individual or an organization involved in your business, such as customers, competitors, partners, etc. These three objects are commonly used for service use cases in Salesforce.
Reference:
https://help.salesforce.com/s/articleView?id=sf.contract_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.account_fields.htm&type=5

16.The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updated when a lead is created to improve processing time.
What tool should the administrator use to replace the workflow rules?
A. Quick Action Flow
B. Before Save Flow
C. Scheduled Flow
D. Screen Flow
Answer: B
Explanation:
Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_before_save_update.htm&type=5

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17.Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Services team also wants to use
Opportunity to track installation. All three teams will need to use different fields and stages.
How Should the administrator configure this requirement?
A. Create three sales processes. Create three record types and one page layout.
B. Create one sales process. Create three record types and three page layouts.
C. Create three sales processes. Create three record types and three page layouts.
D. Create one sales process. Create one record type and three page layouts.

Answer: C
Explanation:
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout controls the layout and organization of detail and edit pages for a specific object and record type combination. To meet the requirement of having different fields and stages for each team, you need to create three sales processes for each market segment, three record types for each sales process, and three page layouts for each record type.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

18.The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.
How should an administrator configure this requirement?
A. Include three assignment rules that fire when cases are created. Add a filter for case priority. Select
the appropriate email template for each rule.
B. Add three auto-response rules. Configure one rule entry criteria for each rule and set a filter for case
priority. Select the appropriate email template for each rule entry.
C. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.
D. Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority.
Select the appropriate email template for each rule entry.
Answer: D
Explanation:
Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending different email notifications based on case priority, you need to create one auto-response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action.
Reference:

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https://help.salesforce.com/s/articleView?id=sf.customize_leadsautor.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5

19.The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.
What dashboard component will effectively show this number and the proximity to the total goal as a single value?
A. Table
B. Stacked Bar
C. Donut
D. Gauge
Answer: D
Explanation:
A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal.
Reference: https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_component_type.htm&type=5

20.A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep and keep the teams as is.
Which tool should an administrator use to accomplish this?
A. Data Loader
B. Mass Transfer Tool
C. Data Import Wizard
D. Dataloader.io
Answer: B
Explanation:
The mass transfer tool allows you to transfer up to 250 records at a time from one user to another user while keeping the existing team members intact. You can access this tool from Setup by entering
Mass Transfer Records in the Quick Find box.
Reference:
https://help.salesforce.com/s/articleView?id=sf.mass_transfer_overview.htm&type=5

21.Northern Trail Outfitters has two different sales processes: one for business opportunities with

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four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts
and picklist value options.
What should an administrator configure to meet these requirements?
A. Validation rules that ensure that users are entering accurate sales stage information.
B. Different page layouts that control the picklist values for the opportunity types.
C. Public groups to limit record types and sales processes for opportunities.
D. Separate record types and Sales processes for the different types of opportunities.
Answer: D
Explanation:
Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities.
Reference:
https://www.salesforceben.com/salesforce-record-types/
https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-manage-stages-and-sales-processes

22.An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records.
What should the administrator do to control Delete access?
A. Use a muting permission set with a permission set group to mute selected permissions.
B. Create a new permission set that has Delete access deselected for the objects.
C. Create a new role that prevents Delete permissions from rolling up to the users.
D. Edit the profile for the users to remove Delete access from the objects.
Answer: A
Explanation:
Muting permission sets allow you to remove permissions that are granted by a permission set group.
Reference:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

23.Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.
How should an administrator deliver this information?
A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.
B. Perform periodic data job to update campaign records.

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C. Create a roll-up summary field on Opportunity to Campaign.
D. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.
Answer: C
Explanation:
Roll-up summary fields allow you to calculate the sum of a field from child records related to a parent record.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

24.Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.
What should the administrator recommend?
A. SMS Response
B. Web-to-Case
C. Email-to-Case
D. Omni-Channel
Answer: B
Explanation:
Web-to-Case allows you to create cases from a form on your website.
Reference: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5

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25.An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of $500,000.
What should the administrator configure to meet this requirement?
A. Set up Big Deal Alerts for the amount.
B. Enable Opportunity Update Reminders
C. Opportunity warning in Kanban View.
D. Key Deals component on the homepage
Answer: A
Explanation:
Big Deal Alerts allow you to notify users when an opportunity reaches a certain amount or probability.
Reference: https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal_alerts.htm&type=5

26.Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.
How should the administrator accomplish this goal?

A. Make Lead Source a dependent picklist to the Opportunity stage field.
B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
C. Change the Opportunity stage field to read only on the page layout.
D. Modify the Opportunity stage a dependent picklist to the Lead source field.
Answer: B
Explanation:
Validation rules allow you to enforce data quality by preventing users from saving records that do not meet certain criteria.
Reference:
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

27.Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation.
Which feature should an administrator use to fulfill this requirement?
A. Assignment Rule
B. Case Escalation Rule
C. Omni-Channel Supervisor
D. Formula Field
Answer: B
Explanation:
Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

28.Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field.
Which two options should the administrator recommend to help simplify the process?
Choose 2 answers
A. Add a path for stage to the opportunity record page.
B. Use a Kanban list view for Opportunity.
C. Configure an auto launched flow for Opportunity editing.
D. Create a simplified Opportunity page layout.
Answer: AB
Explanation:
Paths allow you to display key fields and guidance for each stage of an opportunity.
Kanban list views allow you to update records by dragging them between columns.
Reference:
https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.kanban_overview.htm&type=5

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29.A sales rep has a list of 300 accounts with contacts that they want to load at one time.
Which tool should the administrator utilize to import the records to salesforce?
A. Dataloader.io
B. Data Loader
C. Manual Import
D. Data Import Wizard
Answer: D
Explanation:
Data Import Wizard allows you to import up to 50,000 records at a time.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_importer.htm&type=5

30.An administrator created a record trigger flow to update contacts.
How should the administrator reference the values of the active record the flow is running on?
A. Use the {!Contact.Id} global variable.
B. Use the {!Account.Id} record variable.
C. Use the $Record global variable.
D. Use the Get Records element to find the Id.
Answer: C
Explanation:
The $Record global variable allows you to reference the values of the active record the flow is running on.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5

31.An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?
A. Freeze the user to prevent them from logging in while removing them from being referenced in the
Direct Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field without changes.

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Answer: A
Explanation:
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5

32.AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.
What should AWC use to track Contacts?
A. Use a partner community to track the Contacts.
B. Create a new Contact record for each agency.
C. Create a Junction object to track many-to-many relationship.
D. Enable Contacts to multiple Accounts.
Answer: D
Explanation:
Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account.
Reference: https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts.htm&type=5

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33.Which two actions should an administrator perform with Case escalation rules?
Choose 2 answers
A. Re-open the Case.
B. Send email notifications.
C. Change the Case Priority.
D. Re-assign the Case.
Answer: BD
Explanation:
Case escalation rules are used to escalate cases that have not been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or escalation.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_caseesc.htm&type=5

34.The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several
fiscal quarters so they can set goals and benchmark how reps are performing.
Which two features should the administrator configure? Choose 2 answers
A. Sales Quotes
B. Opportunity List View
C. Forecasting
D. Opportunity Stages
Answer: CD
Explanation:
Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages are the steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity.
Reference:
https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

35.Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console.
How should an administrator meet this requirement?
A. Update page layout assignments.
B. Define multiple record types.
C. Assign Lightning pages as app default.
D. Create different user profiles.
Answer: C
Explanation:
Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app.
Reference:
https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

36.Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.
What should an administrator suggest to meet this request?

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A. Define a new Stage picklist value.
B. Create a custom field on Opportunity.
C. Configure Forecasting support.
D. Make the field editable on page layouts
Answer: D
Explanation:
Probability is a standard percentage field on the Opportunity object that indicates how likely an opportunity will close successfully. It is automatically calculated based on the opportunity stage unless you make it editable on page layouts. To allow sales reps to change the probability field value of their opportunities, you need to make the field editable on page layouts.
Reference:
https://help.salesforce.com/s/articleView?id=sf.opportunity_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5

37.Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.
How should an administrator solve for this issue?
A. Set temporary business hours for each time zone.
B. Adjust the currant business hours to accommodate the Eastern Time Zone.
C. Create one set of business hours per time zone.
D. Allow the reps to set business hours manually.
Answer: C
Explanation:
Business hours are used to specify the days and hours when your company's employees work. You can create multiple sets of business hours for different time zones or regions and assign them to users based on their location or function. To meet the requirement of having different business hours for reps on pacific time and eastern time, you need to create one set of business hours per time zone and assign them accordingly.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours_assign.htm&type=5

38.An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow.
What flow element should the administrator add?
A. Assignment

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B. Get Records
C. Create Records
D. Update Records
Answer: B
Explanation:
Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and store them in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_data_getrecords.htm&type=5

39.An administrator at Cloud Kicks has a flow in production that is supposed to create new records.
However, no new records are being created.
What could the issue be?
A. The flow is read only.
B. The flow is inactive.
C. The flow URL is deactivated.
D. The flow trigger is missing.
Answer: B
Explanation:
A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activate.htm&type=5

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40.The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.
Which are two considerations the administrator needs to review before setting up this approval process? Choose 2 answers
A. Create a custom Discount field on the opportunity to capture the discount amount
B. Populate the Manager standard field on the sales users' User Detail page.
C. Configure two separate approval processes.
D. Allow the submitter choose the approver manually.
Answer: A, C
Explanation:

Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user's manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles.
Reference:
https://help.salesforce.com/s/articleView?id=sf.approvals_getting_started.htm&type=5

41.What are three characteristics of a master-detail relationship? Choose 3 answers
A. The master object can be a standard or custom object.
B. Permissions for the detail record are set independently of the master.
C. Each object can have up to five master-detail relationships.
D. Roll-up summaries are supported in master-detail relationships.
E. The owner field on the detail records is the owner of the master record.
Answer: A, D, E
Explanation:
A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record.
Reference:
https://www.forcetalks.com/blog/master-detail-relationship-in-salesforce/
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

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42.An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers
A. IP address restrictions are set on the profile or globally for the org.
B. Users can change their password to avoid login IP restrictions.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Single sign-on will allow users to log in from anywhere.
Answer: A, C
Explanation:
IP address restrictions allow you to prevent users from accessing Salesforce from outside of their network. You can set IP address restrictions on the profile level or

globally for the org. To enforce IP restrictions for API logins, you must select Enforce Login IP Ranges on Every Request in Session Settings.
Reference:
https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_enforce_ip_ranges.htm&type=5

43.The administrator at Cloud Kicks has created an approval process for time off requests.
Which two automated actions are available to be added as part of the approval process? Choose 2 answers
A. Field Update
B. Chatter Post
C. Auto launched Flow
D. Email Alert
Answer: A, D
Explanation:
Field update and email alert are two types of automated actions that can be added as part of the approval process. Field update allows you to change the value of a field on a record when it is submitted, approved, rejected, or recalled. Email alert allows you to send an email to one or more recipients when a record is submitted, approved, rejected, or recalled.
Reference:
https://help.salesforce.com/s/articleView?id=sf.approvals_automated_actions.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_actions.htm&type=5

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44.Which two capabilities are considerations when marking a field as required in Object Manager? Choose 2 answers
A. The field is not required to save records via the API on that object.
B. The field is universally required to save a record on that object.
C. The field is added to every page layout on that object.
D. The field is optional when saving records via web-to-lead and web-to-case
Answer: AB
Explanation:
When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.
Reference:

https://help.salesforce.com/s/articleView?id=sf.fields_about_required_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

45.Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?
A. Quick Action
B. Workflow Rule
C. Flow Builder
D. Outbound Message
Answer: C
Explanation:
Flow Builder allows you to create an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

46.Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.
What feature should an administrator use to meet this request?
A. Detail Column
B. Bucket Column
C. Group Rows
D. Filter Logic
Answer: B
Explanation:
Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

47.Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK
has an automated business process it wants to run once a week to count the number of open cases related to an account.

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How should the administrator recommend automating this business process?
A. Create a workflow rule with an outbound message.
B. Set up a scheduled process in Process Builder.
C. Configure a scheduled flow in flow Builder.
D. Use a process to update the account when it is edited
Answer: C
Explanation:
Flow Builder supports creating a scheduled flow that can run at specified intervals and perform actions on a set of records that meet certain criteria.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

48.An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users.
Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers
A. Users need to connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset My Security Token.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS, whichever has higher priority.
Answer: A, D
Explanation:
Two-factor authentication requires users to verify their identity with two pieces of information when they log in to Salesforce. One piece is their username and password, and the other is a verification code from an authenticator app or email or SMS.
Reference:
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_login_flow.htm&type=5

49.Cloud Kicks need to be able to show different picklist values for sales and marketing users.
Which two options will meet this requirement? Choose 2 answers
A. One page layout, two record types, one picklist
B. Two page layouts, one record type, two picklists
C. Two permission sets, one record type, one picklist

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D. One record type, two profiles, one picklist
Answer: A, D
Explanation:
To show different picklist values for sales and marketing users, you can either use record types or profiles. Record types allow you to have different picklist values for different page layouts assigned to different profiles. Profiles allow you to restrict picklist values based on user permissions.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

50.At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well. Which are two considerations for enabling this functionality? Choose 2 answers
A. Collaboration groups are created automatically for every department.
B. Object layouts should be configured to include the groups related list.
C. The Add Record action must be configured in the group publisher.
D. An administrator needs to create a group to enable record sharing
Answer: BC
Explanation:
To enable record sharing and collaboration with groups, you need to add the groups related list to the object layouts and configure the Add Record action in the group publisher.
Reference:
https://help.salesforce.com/s/articleView?id=sf.collab_groups_records.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.collab_groups_record_actions.htm&type=5

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51.Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports. Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2 answers
A. Create a new report folder with viewer access.
B. Move the dashboard to the user's private folder.
C. Move the dashboard reports to the view-only folder.
D. Change the dashboard to be a dynamic dashboard
Answer: A, C
Explanation:
Report folders are used to organize and secure reports in Salesforce. You can set different levels of access for different users or groups on each report folder. To preserve the integrity of the source reports for dashboards, you can create a new

report folder with viewer access only and move the dashboard reports to that folder. This way, users can view the reports but not edit them.
Reference:
https://help.salesforce.com/s/articleView?id=sf.reports_folders.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_dashboard_folder_access.htm&type=5

52.Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when it is deleted?
A. The data in the field is stored for 20 days.
B. The data is permanently deleted.
C. The data associated with the field is required.
D. The data is restorable from the recycle bin.
Answer: A
Explanation:
When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted. During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&type=5

53.AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.
What should the administrator configure to make it easier for teams to collaborate with the same customer?
A. Enable and configure standard opportunity teams with splits.
B. Enable account teams and show the users how to set up a default account team.
C. Create a queue for each team and assign account ownership to the queue.
D. Propose the users manually share all their accounts with their teammates.
Answer: B
Explanation:
Account teams are groups of users who work together on an account. You can enable account teams in Setup and assign team roles and access levels for each team member. Users can set up a default account team that is automatically added to any account that they own or create. This makes it easier for teams to collaborate with the same customer without manually sharing each account.
Reference:
https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5

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54.A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.
Which two options should the administrator consider when resetting the user's password? Choose 2 answers
A. Resetting the password will change the user's password policy.
B. Single sign-on users can reset their own passwords using the forgot password link.
C. Resetting a locked-out user's password automatically unlocks the user's account.
D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.
Answer: C, D
Explanation:
Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can use page layout editor to make fields editable or read-only on page layouts for different profiles or record types. After resetting a password, the user may be required to activate their device by entering a verification code sent to their email address or phone number before they can log in to Salesforce. This is a security feature that helps prevent unauthorized access to Salesforce from unknown devices or browsers.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_verification.htm&type=5

55.When users log in to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers
A. The user's Two-Factor Authentication for API Logins permission
B. The role IP address restrictions
C. The user's profile login hours restrictions
D. The user's Two-Factor Authentication for User Interface Logins permission
Answer: CD
Explanation:
When users log in to Salesforce via the user interface, the system checks for authentication based on
their profile settings and permissions. One of the settings is login hours, which specify the time range when users can log in to Salesforce based on their profile. Another setting is Two-Factor Authentication for User Interface Logins permission, which requires users to enter a verification code along with their username and password when they log in to Salesforce via the user interface.
Reference:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.htm&type=5

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56.Which two solutions could an administrator find on the AppExchange to enhance their organization? Choose 2 answers
A. Communities
B. Consultants
C. Components
D. Customers
Answer: BC
Explanation:
The AppExchange is an online marketplace where you can find solutions to enhance your Salesforce organization. Some of the solutions you can find on the AppExchange are consultants and components. Consultants are certified professionals who can help you with your Salesforce projects, such as implementation, customization, integration, training, etc. Components are reusable building blocks that you can use to create apps or pages in Salesforce, such as charts, calendars, maps, buttons, etc.
Reference: https://appexchange.salesforce.com/consultants
https://appexchange.salesforce.com/components

57.Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated.
Which automation solution should an administrator use to meet this request?
A. Lightning Web Component
B. Approval Process
C. Workflow Field Update
D. Process Builder
Answer: D
Explanation:
Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral record.
Reference:
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

58.Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date

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and status while Customer Care would like to see owner, status, and contact.
What should the administrator use to achieve this?
A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor
Answer: C
Explanation:
Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

59.The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.
What should the administrator suggest to meet these requirement?
A. Auto-Response Rules
B. Email Alerts
C. Knowledge Articles
D. Assignment Rules
Answer: C
Explanation:
Knowledge articles are documents that provide information or solutions about products, services, or processes in Salesforce. You can use knowledge articles to respond to customers quickly and consistently with accurate information. You can create different types of articles with different templates and fields, such as FAQ articles, troubleshooting articles, how-to articles, etc. To meet the requirement of responding to customers with the top five troubleshooting tips that could help solve their issue, you need to create knowledge articles with those tips and attach them to your email responses or case comments.
Reference:
https://help.salesforce.com/s/articleView?id=sf.knowledge_article_types.htm&type=5

60.Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require

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comprehensive edit access on Campaigns.
How should an administrator fulfil this request?
A. Permission sets
B. Organization-wide defaults
C. Marketing user checkbox
D. Field-level security
Answer: A
Explanation:
Permission sets are used to grant additional permissions and access settings to individual users without changing their profiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users.
Reference:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

61.The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases.
How should the screen flow be distributed?
A. Page Layout
B. Component Filter
C. Lightning page
D. Home page
Answer: C
Explanation:
Lightning page allows you to customize a record page and add a screen flow as a component. You can use the Lightning App Builder to drag and drop the Flow component onto the page and select the screen flow you want to display.
Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_lightning_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

62.Northern Trail Outfitters has a custom quick action on Account that creates a new Case.
How should an administrator make the quick action available on the Salesforce mobile app?
A. Create a custom Lightning App with the action.

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B. Modify compact Case page layout to include the action.
C. Include the action in the Salesforce Mobile Navigation menu.
D. Add the Salesforce Mobile and Lightning Experience action to the page layout.
Answer: D
Explanation:
To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.
Explanation:
Reference:
https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5

63.The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed.
Which feature must be enabled to ensure the quick action will be displayed as expected?
A. Email Notifications
B. Email-to-Case
C. Email Alerts
D. Email Templates
Answer: B
Explanation:
Email-to-Case allows you to create cases from incoming emails. You need to enable this feature and set up routing addresses and case creation settings.
Reference: https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type=5

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64.An administrator has reviewed an upcoming critical update.
How should the administrator proceed with activation of the critical update?
A. Activate the critical update in a sandbox.
B. Allow the critical update to auto-activate.
C. Activate the critical update in production.
D. Allow the critical update to auto-activate in a sandbox.
Answer: A
Explanation:
To test the impact of a critical update before it is auto-activated, you should activate it in a sandbox first. This way, you can verify that your customizations and integrations work as expected without affecting your production org.
Reference:

https://help.salesforce.com/s/articleView?id=sf.admin_critical_updates.htm&type=5

65.DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request? Choose 2 answers
A. Web-to-Case
B. Case Escalation
C. Case Queues
D. Email-to-Case
Answer: A, D
Explanation:
Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type=5

66.An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing.
What should the administrator do to meet the deadline without increasing the budget?
A. Train someone on the sales and marketing teams to build dashboards.
B. Check the AppExchange for prebuilt Solution that can be easily customized.
C. Hire a Consultant to build the custom dashboards.
D. Build the dashboards manually to meet the deadline.
Answer: B
Explanation:
To save time and budget, you can check the AppExchange for prebuilt solutions that can be easily customized for your needs. AppExchange is a marketplace for apps, components, and consulting services that extend Salesforce functionality.
Reference: https://appexchange.salesforce.com/

67.Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.
Which feature should an administrator place on the page to fulfill this requirement?
A. Related List

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B. Autolaunched Flow
C. Record Detail
D. Screen Flow
Answer: D
Explanation:
Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications.
Reference:
https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

68.The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.
How should this be configured?
A. Assignment Rules.
B. Business Hours.
C. Case Queues
D. Escalation Rules
Answer: D
Explanation:
Escalation rules allow you to escalate cases based on certain criteria, such as time or priority. You can use escalation rules to transfer unassigned cases to the appropriate service representative within a specified time frame.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

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69.An administrator at Ursa Major Solar needs to send information to an external accounting system What workflow action should the administrator use to accomplish this?
A. Assign Task
B. Outbound Message
C. Create Record
D. Custom Notification
Answer: B
Explanation:
Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.

Reference:
https://help.salesforce.com/s/articleView?id=sf.workflow_om_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_om_define.htm&type=5

70.Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards.
What could be Causing reps to have inappropriate access to data on dashboards?
A. Dashboard Filters
B. Dashboard Subscriptions
C. Dynamic Dashboards
D. Public Dashboards.
Answer: C
Explanation:
Dynamic dashboards allow you to display data according to the security settings of the running user. If users have different access levels to data on dashboards, you can use dynamic dashboards to show them only what they are allowed to see.
Reference:
https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic.htm&type=5

71.An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer.
Which two automation tools should the administrator use? Choose 2 answers
A. process builder
B. workflow Rule
C. Field Update
D. Outbound Message
Answer: A, C
Explanation:
Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
Reference:
https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

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72.An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page.
How should the administrator accomplish this?
A. Create a new page layout and a new section titled highlights panel.
B. In the Account object manager, create a custom compact layout.
C. From the page layout editor, drag the field to the highlights panel.
D. Make the field required and move it to the top of the page.
Answer: B
Explanation:
Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout.
Reference:
https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5

73.A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest from online. The team currently does not access to the lead object.
How should an administrator provide proper access?
A. Create a new profile
B. Configure permission sets.
C. Assign a new role.
D. Set Up Manual Sharing
Answer: B
Explanation:
Permission sets are a flexible way to grant additional access to users without changing their profiles. To provide access to the lead object for a team of support users, create a permission set that includes the appropriate object and field permissions for leads, and then assign it to the users.
Reference:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

74.An administrator supporting a global team of salesforce users has been asked to configure company settings. Choose 2 options
A. Currency Locale
B. Default Language
C. Password Policy
D. Login Hours

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Answer: A, B
Explanation:
Currency locale and default language are two of the company settings that an administrator can configure in Salesforce. Currency locale determines how currency amounts are formatted and displayed in reports and other places. Default language determines the language used for labels, buttons, tabs, and other elements in Salesforce.
Reference:
https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5

75.Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?
A. Today
B. Favorites
C. Utility Bar.
D. Home Page.
Answer: C
Explanation:
Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity tools, such as notes, history, recent items, and more, from any page in the app.
Reference:
https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm&type=5

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76.Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities.
What should an administrator configure to provide these insights?
A. Campaign Hierarchy.
B. Campaign Influence
C. Map Custom Lead Fields
D. List Email Activities
Answer: B
Explanation:
Campaign influence is a feature that allows users to track how campaigns have influenced opportunities and measure the return on investment (ROI) of marketing efforts. Users can see which campaigns have influenced an opportunity on the related list and assign different attribution models to calculate the campaign influence.
Reference:

https://help.salesforce.com/s/articleView?id=sf.campaigns_influence.htm&type=5

77.Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.
What should the administrator configure to meet this requirement?
A. Use a public group and a criteria-based sharing rule to share customer accounts with the partner team.
B. Add members of the partner management team to the default Account team for the customer accounts.
C. Grant create, read, edit and delete access to customer accounts on the partner team profile.
D. Create one record type for customer accounts and one record type for partner accounts.
Answer: D
Explanation:
Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

78.User at Cloud Kicks want to see information more useful for their role on the Case page.
How should an administrator make the pages more dynamic and easier to use?
A. Add Component visibility filters to the Components.
B. Remove fields from the record details component.
C. Delete the extra component from the page.
D. Include more tab components with filters.
Answer: A
Explanation:
Component visibility filters are a way to make the record pages more dynamic and easier to use by showing or hiding components based on certain criteria. For example, users can see different components based on their profile, role, record type, or field values.
Reference: https://help.salesforce.com/s/articleView?id=sf.app_builder_component_visibility.htm&type=5

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79.Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager.
Which feature should an administrator configure to meet this requirement?
A. Case Scheduled Reports.
B. Case Dashboard Refreshes.
C. Case Escalation Rules.
D. Case Assignment Rules.
Answer: C
Explanation:
Case escalation rules are a way to automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients.
Reference:
https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

80.Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference.
Which two things should the administrator do to display the screen flow? Choose 2 answers
A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange
Answer: AB
Explanation:
To display the screen flow, the administrator should create a tab and add the screen flow to the page.
The administrator can also use a flow element and add the screen flow to the record page.
The other options are not relevant to this scenario. Adding the flow in the utility bar of the console will not display the screen flow. Installing an app from the AppExchange is not necessary to display the screen flow.
Here are the steps on how to create a tab and add the screen flow to the page:
Go to Setup > Tabs.
Click New.
Enter a name and label for the tab.
Select the Screen Flow tab type.
Select the screen flow that you want to display.

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Click Save.
Here are the steps on how to use a flow element and add the screen flow to the record page:
Go to Setup > Customize > Lightning App Builder.
Select the record page that you want to add the screen flow to.
Click Edit.
Drag the Flow element from the Palette to the canvas.
Select the screen flow that you want to display.
Click Save.

81.Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?
A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing
Answer: B
Explanation:
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation.
Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement.
Reference:
https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

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82.An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.
How should the administrator export this file?
A. Data Export Wizard.
B. Data Import Wizard.
C. Data Export Wizard.
D. Data Loader.
Answer: A
Explanation:
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools.

Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

83.Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?
A. Utilize a flow to identify the correct queue and assign the case.
B. Use a custom email services to set the owner of the case upon creation.
C. Create an Escalation Rules to send cases to the correct queue.
D. Configure Email-to-Case so emails are delivered to the correct queue
Answer: D
Explanation:
Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. An escalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_email2case.htm&type=5

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84.Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over $1,000,000.
Which feature meets this requirement?
A. Key Deals
B. Big Deal Alerts
C. Activity Timeline.
D. Performance chart.
Answer: B
Explanation:
Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals.

Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it
does not alert users of big deals.
Reference:
https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5

85.Universal Container wants to increase the security of their org by requiring stricker user passwords.
Which two of the following should an administrator configure? Choose 2 answers
A. Password different then username
B. Prevent common words
C. Minimum password length.
D. Password complexity requirement.
Answer: C, D
Explanation:
Minimum password length and password complexity requirement are two settings that administrators can configure to increase the security of user passwords in Salesforce. They determine how long and how complex the passwords must be to meet the security standards. Password different than username and prevent common words are not valid settings in Salesforce, although they are good practices for creating strong passwords.
Reference:
https://help.salesforce.com/s/articleView?id=sf.admin_password_policies.htm&type=5

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86.Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities.
How should an administrator support this request?
A. Use process builder to capture the daily average on each opportunity.
B. Add Formula Fields to track Stages on each Opportunity.
C. Run the Opportunity Stage Duration report.
D. Refresh weekly reporting snapshots for Closed Opportunities.
Answer: C
Explanation:
The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and

maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_opportunity_stage_duration_report.htm&ty pe=5

87.Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?
A. Validation rules.
B. Global Value Picklists
C. Predefined field Values.
D. Dependent Picklists.
Answer: A
Explanation:
Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users to follow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent users from going back to a previous value.
Reference:
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

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88.Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need? Choose Three answers
A. Enable guided selling.
B. Use Validation Rules.
C. Configure Opportunity Path.
D. Use Flow to mark fields required.
E. Mark fields required on the page layout.
Answer: ABE
Explanation:

Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on the page layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties.
Reference:
https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

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89.Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.
A. Search for licenses types in setup.
B. User Licenses Related List in Company information.
C. User Management settings in setup.
D. Usage based entitlement related list in company information.
Answer: B
Explanation:
The User Licenses related list in Company Information shows the types of licenses that have been purchased for an org and how many are available or used. It also shows the expiration date of each license type if applicable. This information can help administrators plan for license purchases and manage user access. Searching for license types in setup does not show how many licenses have been purchased or how many are available or used. User Management settings in setup does not show license information either, but rather settings related to user login, session, identity, etc. Usage-based entitlement related list in company information shows information about usage-based licenses such as API requests or sandboxes, but not user licenses.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5

90.The marketing team at Ursa Major Solar wants to send a personalized email

whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.
What Should an administrator configure to meet this requirement?
A. Use Validation rule to trigger workflow to email to Lead.
B. Configure an auto response rule to email the lead.
C. Add a public group and process builder to email the lead.
D. Create an assignment rule to email the lead
Answer: B
Explanation:
Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if they do not meet certain criteria. Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_leadsautoresponse.htm&type=5

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